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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE HONORABLE BOARD OF PATENT APPEALS AND INTERFERENCES

In re Application of Vincent P. Vaccarelli, et al.

Group Art Unit: 3627

Application No.: 10/083,263

Examiner: James A. Kramer

Filed: February 25, 2002

Confirmation No.: 4221

For: CUSTOMER SATISFACTION SYSTEM AND METHOD

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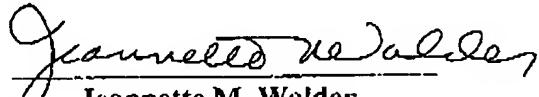
Sir:

LETTER

Enclosed herewith is an original Appellants' Reply Brief on Appeal in the above-identified application.

Please charge any fees associated with the filing of the Reply Brief to Xerox Corporation.
Deposit Account No. 24-0025.

Respectfully submitted,

Jeannette M. Walder
Signature under 37 CFR 1.33 & 34
Registration No. 30,698
Telephone No. 714-565-1700
Date: May 2, 2006

Customer No.: 25453

MAY 02 2006

PATENT APPLICATION

CERTIFICATE OF TRANSMISSION

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Signature Kathleen Schirz

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Confirmation No.: 4221

Vincent Vaccarelli et al.

Customer No.: 25453

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For: CUSTOMER SATISFACTION SYSTEM AND METHOD

REPLY BRIEF ON APPEAL

Appeal from Group 3627

Jeannette M. Walder
Registration No. 30,698
Xerox Corporation
Santa Ana, California
Telephone No. 714-565-1700
Attorney for Appellants

Application No. 10/083,263

I. STATUS OF CLAIMS

Claims 1-9, 19-21 are on appeal.

Claims 1-9, 19-21 are pending.

Claims 1-9, 19-21 are rejected.

Claims 10-18 are canceled.

Application No. 10/083,263

II. GROUNDS OF REJECTION TO BE REVIEWED ON APPEAL

The following grounds of rejection are presented for review:

Claims 1-9 and 19-21 are rejected under 35 U.S.C. §103(a) as being unpatentable over Sakakibara et al. (U.S. Patent No. 6,564,227) in view of Goldband et al. (U.S. Patent No. 6,44,532).

With respect to Claim 20, the Examiner cited a new ground for rejection in the Examiner's Answer; the Examiner cited U.S. Publication No. 2002/0087882 A1 to Schneier et al.

III. ARGUMENT

This Reply Brief responds only to the new ground for rejection in the Examiner's Answer.

Claim 20 claims the system of claim 1, wherein, the analysis module, responsive to a response from the customer that the problem has not been solved, opens a new customer problem.

1. Claim 20

- a. Neither Sakakibara nor Goldband teach a system having an analysis module, such that the analysis module, responsive to a response from the customer that the problem has not been solved, opens a new customer problem.

The Examiner argued that it is old and well known in the art to send "follow-up" queries to customers in order to verify that the work performed was done to the customer's satisfaction. In the Examiner's Answer, the Examiner cited U.S. Publication No. 2002/0087882 A1 to Schmeier et al., at page 7, paragraph 96, as providing support for the Examiner's position that "it is old and well known to open a new customer problem responsive to a customer's response that the problem has not been solved." Page 7, paragraph 96 states in part:

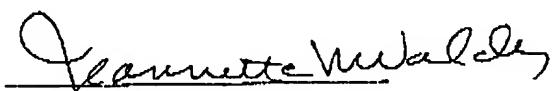
If unresolved issues are discovered or there are problems that occurred due to the solutions provided by the security analyst, customer service can immediately reopen the ticket [emphasis added], route the call to a security engineer, and inform the appropriate SOC manager that the ticket needs immediate handling.

However, no reference has been cited to teach the invention of Claim 20, wherein, "responsive to a response from the customer that the problem has not been solved, opens a new customer problem." Appellants' system, in this embodiment, promotes customer satisfaction by ensuring that all customer problems are resolved to the customer's satisfaction. Opening a new customer problem serves to heighten the seriousness of the customer's problem to identify to the problem solver that the customer's problem has not been resolved to the customer's satisfaction. Opening a new customer problem, instead of reopening the old one, serves to increase the number of customer problems to be solved by the problem solver. Problem solvers with more problems than others are not as effective as solving problems. Reopening an old ticket (even with a call to the manager) does not leave a record of the problem solver's inability to solve problems.

IV. CONCLUSION

For all of the reasons discussed above, it is respectfully submitted that the rejections are in error and that Claims 1-9, 19-21 are in condition for allowance. For all of the above reasons, Appellants respectfully request this Honorable Board to reverse the rejections of Claims 1-9, 19-21.

Respectfully submitted.



Jeannette M. Walder
Attorney for Appellants
Registration No. 30,698
Telephone No. 714-565-1700

Xerox Corporation
Santa Ana, California
Date: May 2, 2006